

# INFORMATION SYSTEMS TECHNICIAN SPECIALIST/SUPERVISOR II

## DEPARTMENTAL PROMOTIONAL SPOT - SACRAMENTO



State of California  
DEPARTMENT OF  
JUSTICE  
P.O. BOX 944255  
Sacramento, CA 94244-2550

---

CALIFORNIA STATE GOVERNMENT • AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER TO ALL REGARDLESS OF RACE, COLOR, CREED  
NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE OR SEXUAL ORIENTATION.

---

IT IS THE OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT  
WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW  
OF THE STATE, THE RULES OF GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

---

**FINAL FILING DATE** **OCTOBER 28, 2005** – Examination Applications (Form STD 678) must be **POSTMARKED (U.S. MAIL)** no later than the final filing date. Applications postmarked, personally delivered, faxed or received via interoffice mail **after** the final filing date **will not** be accepted for any reason.

**WHO SHOULD APPLY** Persons who meet the minimum qualifications by the final filing date as stated on this bulletin. Applicants must have a permanent civil service appointment with the Department of Justice as of the final filing date in order to take this examination. Employees who have a limited-term appointment in the department for which the examination is being given (provided they have had a permanent appointment and no subsequent break in service) are allowed to participate in departmental promotional examinations in the new department.

**HOW TO APPLY** Examination applications (Form STD 678) may be downloaded from the State Personnel Board's website at [www.spb.ca.gov](http://www.spb.ca.gov). Applications must be mailed to or filed in person with:

**Mailing Address:**

Department of Justice  
Testing and Selection Unit  
P.O. Box 944255  
Sacramento, CA 94244-2550

**File in Person:**

Department of Justice  
Testing and Selection Unit  
1300 "I" Street, 1st Floor Lobby  
Sacramento, CA 95814

**DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD OR BY E-MAIL.**

**SPECIAL TESTING ARRANGEMENTS** If you are an individual with a disability and need reasonable accommodation to participate in this examination, please mark the box in question #2 on the "Examination Application". You will be notified in writing to determine what assistance can be provided.

**ORAL INTERVIEW** Eligible candidates will be notified by mail approximately ten (10) days in advance of the oral interview.

**SALARY RANGE**

Information Systems Technician Specialist II	\$3924 - \$4770
Information Systems Technician Supervisor II	\$4123 - \$4972

**ELIGIBLE LIST INFORMATION** A departmental promotional eligible list will be established for the Department of Justice. The list will be abolished **24** months after it is established unless the needs of the service and conditions of the list warrant a change in this period.

**CROSS-FILING INFORMATION** If you meet the entrance requirements for both the Information Systems Technician Specialist II and Information Systems Technician Supervisor II, you may file for both examinations on a single application.

**CONTINUE TO THE NEXT PAGE**

---

INFORMATION SYSTEMS TECHNICIAN  
SPECIALIST/SUPERVISOR II  
LN43-1557 & LN42-1407

LF

5JU51-01/02

**BULLETIN RELEASE DATE:** October 14, 2005  
**FINAL FILING DATE:** October 28, 2005

**REQUIREMENTS  
FOR ADMITTANCE  
TO THE  
EXAMINATION**

---

All applicants must meet the education and/or experience requirements for this examination by the final filing date. Experience applicable to one of the following patterns may be combined on a proportional basis with experience applicable to other patterns to meet the total experience requirement.

---

**MINIMUM  
QUALIFICATIONS**

---

**BOTH CLASSIFICATIONS:**

Experience in California state service applied toward the "General Experience Pattern" must include at least one year of qualifying experience performing the duties of a class at a level of responsibility not less than that in the promotional pattern.

**Either I**

One year of experience in the California state service performing duties comparable to those of an Information Systems Technician Specialist I or an Information Systems Technician Supervisor I.

**Or II**

Two years of experience performing the full range of technical duties in support of an information technology system. (This includes a variety of information technology system support duties, such as developing operation instructions and procedures for projects run on multifunction information technology systems; developing and coordinating job stream tests for large/complex systems; checking production frequently and modifying schedules to improve system performance; coordinating multiple on-line telecommunications systems and/or networks; performing tasks in support of systems staff in system testing; maintaining operating records such as production and system performance reports; conducting training for users in automated office system uses; conducting classroom training in advanced application uses of the system; serving as the primary contact point for information systems analysts, programmers, and system users in the design, development testing, and ongoing production operation of multifunction information technology systems; installing new software and software upgrades through multifunction information technology systems; developing basic reports using fourth generation languages; and acting as technical consultant and troubleshooter on multifunction information technology systems.) One year of this experience must include working as a lead or independent technical specialist.

**A copy of your transcript from the college or institute from which you obtained the required courses pertinent to the examination must be provided. Competitors who do not provide copies of transcripts will be eliminated from the examination.**

**SPECIAL PERSONAL  
CHARACTERISTICS**

---

Willingness to work unusual shifts including evenings, nights, holidays and weekends.

---

**THE POSITIONS**

---

**INFORMATION SYSTEMS TECHNICIAN SPECIALIST II**

Under general direction, incumbents work independently or as team leaders, and perform duties including, but not limited to: scheduling processing in a multiple system environment using appropriate scheduling software; coordinating processing of the largest most complex systems or having lead responsibility for complex teleprocessing across multiple organizations; investigating and resolving system performance problems; coordinating equipment modification and installation tasks; developing, testing and implementing new and revised fourth generation programs; and acting as technical consultant and troubleshooter on the most complex systems.

**INFORMATION SYSTEMS TECHNICIAN SUPERVISOR II**

Under general direction, incumbents plan, organize, and direct the activities of a medium to large group of Information Systems Technicians and/or Specialist, and/or perform equivalent supervisory duties.

This Examination will consist of an Oral Interview that will consist of predetermined job related questions. Candidates will be provided a copy of the interview questions to review for a brief period of time before entering the interview room. The interview panel evaluates the candidate's responses to each to the questions using a predetermined rating scale and predetermined scoring criteria.

---

**CONTINUE TO THE NEXT PAGE**

**EXAMINATION  
INFORMATION**

**KNOWLEDGE OF: (BOTH CLASSES)**

1. Data access methods for various applications (e.g., client server, internet/intranet, mainframe).
2. Data access security policies, procedures, rules, and regulations to comply with departmental security policies.
3. File/database organization and access techniques (sequential, indexed, direct, etc.).
4. Transaction logging techniques (date and time stamping, log management, etc.) to create logs for program recovery or to assess for trails.
5. Basic backup and recovery techniques in the event of loss of data.
6. Operating systems, including hardware components in a client/server environment, of a personal computer to meet computing objectives.
7. Basic principles of information technology, current trends, methods, and practices to ensure business system is up to date.
8. Quality assurance and quality control methodologies to ensure departmental processes are followed.

**Supervisor Only**

9. Principles and methods for curriculum and training design, teaching and instruction for individuals and groups.
10. Principles of personnel management, supervision and training.
11. A supervisor's role in the Equal Employment Opportunity and the processes available to meet Equal Employment Objectives.

**ABILITY TO: (BOTH CLASSES)**

1. Work independently to complete assigned duties.
2. Work as part of a team and working cooperatively with others to complete projects.
3. Follow both written and verbal instructions to complete assigned duties.
4. Follow through on computer problems reported from departmental staff to ensure any problems are resolved.
5. Coordinate with end-users, management, and other staff on project issues and status.
6. Prioritize work assignments and in-basket materials to ensure completion within established timeframes and by expected deadlines.
7. Establish a course of action to accomplish specific goals.

**Supervisor Only**

8. Respond to changes in the work unit in a positive manner to ensure changes are assimilated into the unit smoothly.
9. Interpret technical procedures for non-technical users in a variety of settings to ensure users' needs are met.
10. Provide coaching and guidance related to departmental rules and procedures to employees within the unit.
11. Adhere to the organization's values by acting in an ethical, honest, and professional manner.
12. Coordinate with end-users, management, and other staff on project issues and status.
13. Monitor and report on activities, projects, and issues of interest to management.
14. Supervise the work of technical and clerical staff.
15. Effectively contribute to the department's equal employment objectives.

It is anticipated that the Oral Interviews will be conducted in **December 2005**.

In order to obtain a position on the eligible list, a minimum rating of 70% must be attained.  
**COMPETITORS WHO DO NOT APPEAR FOR THE ORAL INTERVIEW WILL BE DISQUALIFIED.**

**Oral Interview – WEIGHTED 100%**

**VETERANS  
PREFERENCE**

Veterans Preference Credits will not be granted in this examination.

**CAREER CREDITS**

Career Credits will not be granted in this examination.

**CONTINUE TO THE NEXT PAGE**

## GENERAL INFORMATION

**The Department of Justice** reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all candidates will be notified.

**It is the Candidate's Responsibility** to contact the Department of Justice, (916) 324-5039, TDD (916) 952-8396 three days prior to the written test date if he/she has not received his/her notice.

**For an examination** without a written feature it is the candidate's responsibility to contact the Department of Justice, (916) 324-5039, TDD (916) 952-8396 three weeks after the final filing date if he/she has not received a progress notice.

**If a candidate's notice** of oral interview or performance test fails to reach him/her prior to the day of the interview due to a verified postal error, he/she will be rescheduled upon written request.

**Applications** are available at the Department of Justice ([www.ag.ca.gov](http://www.ag.ca.gov)), the State Personnel Board ([www.spb.ca.gov](http://www.spb.ca.gov)), and local Offices of the Employment Development Department ([www.edd.ca.gov](http://www.edd.ca.gov)).

**If you meet the requirements** stated on the reverse, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination described on the other side of this bulletin will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

**Examination Locations:** When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. Ordinarily, interviews are scheduled in Sacramento, San Francisco, and Los Angeles. However, locations of interviews may be limited or extended as conditions warrant.

**Eligible Lists:** Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multi departmental promotional, 4) servicewide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older list must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin.

**Promotional Examinations Only:** Competition is limited to employees who have a permanent civil service appointment. Under certain circumstances other employees may be allowed to compete under provisions of Rules 234, 235, and 235.2 State Personnel Board Rules 233, 234, 235, 235.2 and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at departmental personnel offices or at the Information Counter of State Personnel Board offices.

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

**High School Equivalence:** Equivalence to completion of the 12<sup>th</sup> grade may be demonstrated in any one of the following ways: 1) passing the General Education Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

If hearing impaired, call the California Relay Service.

1-800-735-2929 (From TDD Phone)  
1-800-735-2922 (From Voice Phone)

TDD is Telecommunications Device for the Deaf and is reachable only from telephones equipped with a TDD device.

DEPARTMENT OF JUSTICE  
TESTING AND SELECTION UNIT  
P.O. BOX 944255  
SACRAMENTO, CA 94255-2550  
(916) 324-5039